



APPLE PACIFIC POST COVID-19 OPERATIONAL PLANS

HOW TO PREPARE YOUR RESTAURANT

THIS MATERIAL IS CONSIDERED PROPRIETARY AND ANY SHARING OF SUCH MATERIAL WITHOUT EXPRESSED PERMISSION FROM RICHARD HART IS PROHIBITED.



OUR COMMITMENT TO OUR GUESTS

- We are adhering to social distancing guidelines set forth by the DPHSS for seating.
- Tables and Chairs are thoroughly sanitized after each seating, the table is marked sanitized and if you should feel the need we are happy to do it again for you.
- Door hardware, knobs, handles and push plates are sanitized hourly as are light switches and restroom fixtures.
- Menus are single use and discarded after each use, if you like our FB pages have all current menus on them.
- Flatware and Napkins are sanitized and only delivered at the time of service.
- Bar, Kitchen and prep staffs are required to wear masks & gloves and to discard them following each task.
- Dining Room and customer service staffs are required to wash their hands every 20 minutes which meet the standard set forth by the CDC.
- All work surfaces, counter and bar tops are sanitized hourly, adhering to CDC standards.
- We have mandated that any employee who is ill or what has been in contact with anyone who is ill, to not return to work until he or she has been cleared to do so by a doctor in writing.





HOURS OF OPERATION

- Applebee's Grill & Bar: 11am-9pm
- IHOP Tamuning: 7am-2pm
- Pieology Tamuning: 11am-9pm
- Pieology Dededo: 11am-9pm
- Olive Garden: 11am-2pm/5:30pm-8:30pm (Take Out 11am-8:30pm)

FRONT DOOR SIGNAGE/RESTROOMS

OUR COMMITMENT TO EACH OTHER

Welcome Back!

The health and safety of our guests and team members has always been our first priority. While our dining rooms were closed, we took great care to continue serving you with our ToGo offerings. As we welcome you back into our dining rooms, we remain committed to this promise. But we need your help.



WHAT YOU CAN EXPECT FROM US

- Healthy Team Members**
Daily temperature checks
- Clean Restaurant**
Tables disinfected after each visit
- Social Distancing**
Reconfigured layouts
- Protective Equipment**
Masks on every team member
- Frequent Handwashing**
Hand sanitizers in every lobby

WHAT WE ASK OF YOU

- Do Not Congregate**
in the lobby or bar
- Give Fellow Guests Their Space**
Keep 6 feet apart
- Wear a Mask**
when not at your table

Together, we can keep each other healthy

We value the trust you place in our restaurants every day, and we are committed to providing you with information on how we are protecting our guests and team members.



**— WE ARE —
NOW OPEN
FOR DINE-IN**

.....

**SOCIAL DISTANCING
IN PRACTICE**

For the safety of others, refrain from entering if you have a **FEVER, COUGH, or FLU-LIKE SYMPTOMS.**

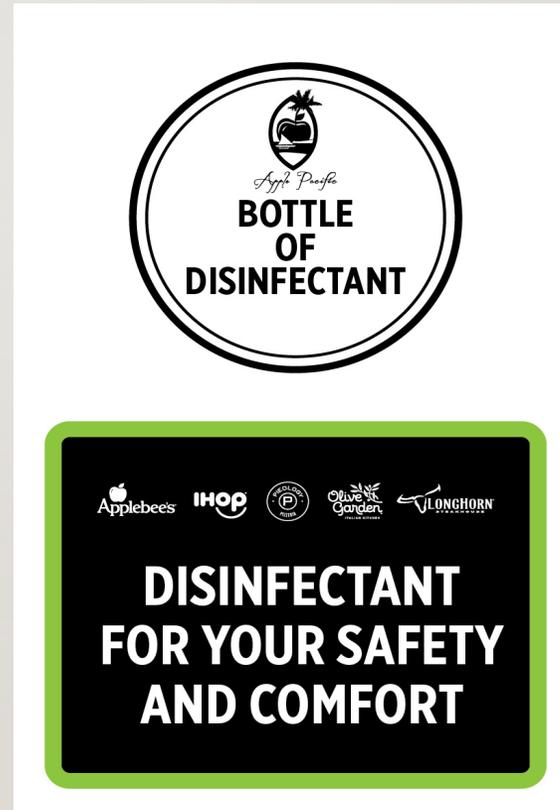


SOCIAL DISTANCING SIGNAGE



TABLE SIGNAGE FOR DIS-INFECTING

- To be placed on each table, guests can sanitize table themselves if they choose to.
- To be placed on table after the employee has sanitized table.



REDUCED CONTACT TABLE SERVICE

- We will be using a new system for ordering and handling our guests that reduces contact and eases the burden of one on one interaction.
- It is designed to help expedite service and turn tables in the most effective way we can design.
- It is important the steps attached are followed as they were designed to help you handle large amounts of take out along with serving in house guests.

Welcome Back, We've Missed you!

The health and safety of our guests and team members has always been our first priority. While our dining rooms were closed, we took great care to continue serving you with our To-Go Offerings. As we welcome you back into our dining rooms, we remain committed to this promise. But we need your help, we have devised a system to ease the contact between us and your loved ones and hope that it suits your needs.

We thank you for your patronage as our industry needs you now more than ever!

- Each table has been given one menu, please look over the menu and decide what you would like to order. If you have any questions please stop a Dining Room Attendant and they will be happy to assist you.
- There is also an order sheet with you, please mark on the sheet what you would like to order along with any special instructions you may have for us. Please add any condiments that you may like to add to the bottom of the guide.
- Please stop a dining room attendant and they will take the order sheet from you. They will read your order back to you for accuracy.
- If you should need a drink refill during your visit simply stop a Dining Room attendant, and they will bring you a new fresh glass, or your drink from the bar.
- When your food is delivered if you should have any needs at all please stop a Dining Room Attendant and they will be happy to help you
- To reduce contact we will not remove plates from your tables unless you request for us to do so, if you would like plates or glasses removed please stop a Dining Room Attendant and they will be happy to assist you, or simply place them at the edge of your table for removal.
- If you have ordered dessert a Dining Room Attendant will bring it you once you have finished your meals.
- Your check has already been presented to you, please stop a Dining Room Attendant to process your payment.

ORDER GUIDES

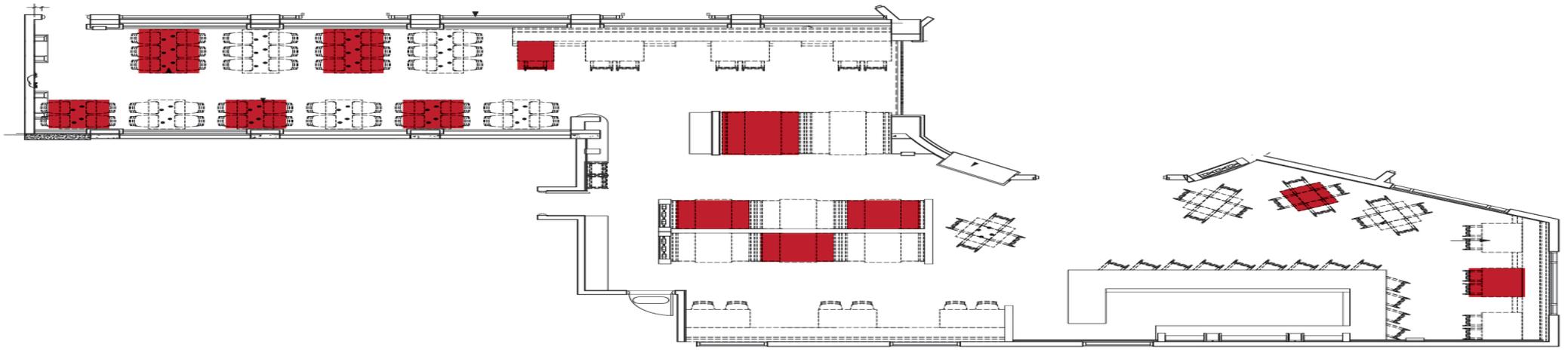




DINING ROOM TABLE LAYOUT

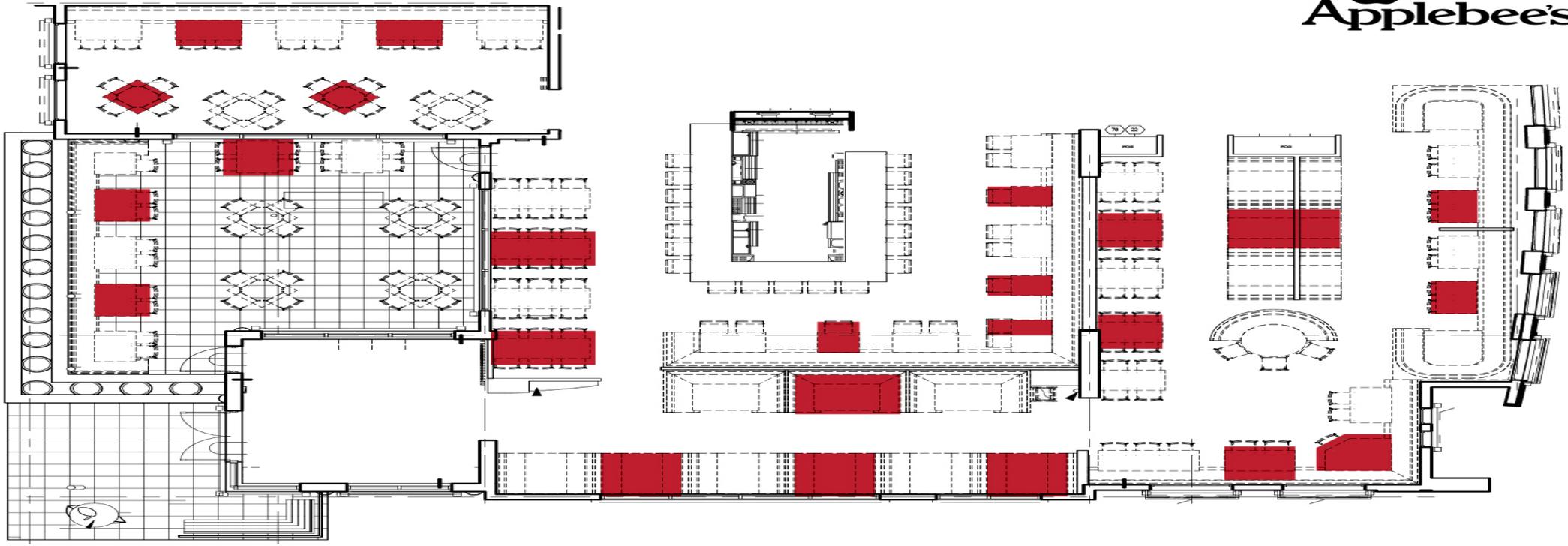
OLIVE GARDEN

20 TABLES/80 GUESTS





DINING ROOM TABLE LAYOUT APPLEBEE'S GRILL & BAR 37 TABLES/128 GUESTS

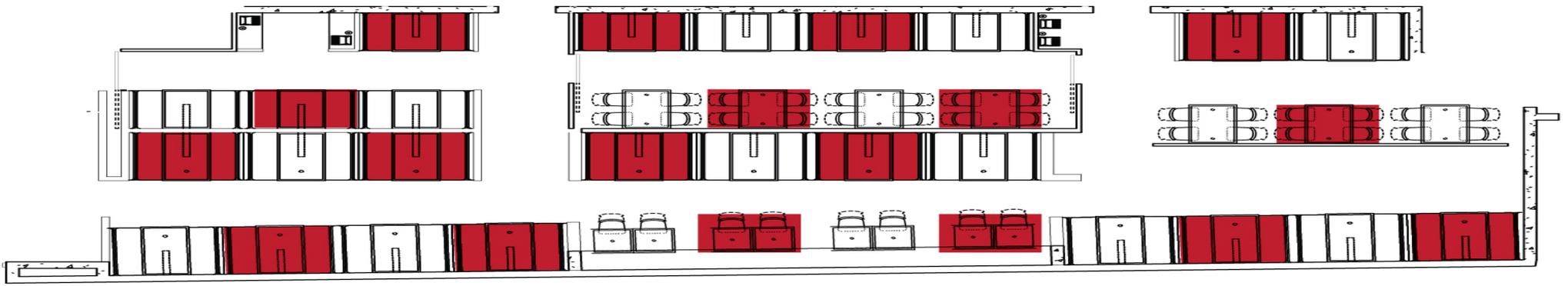




DINING ROOM TABLE LAYOUT IHOP TAMUNING 18 TABLES/86 SEATS

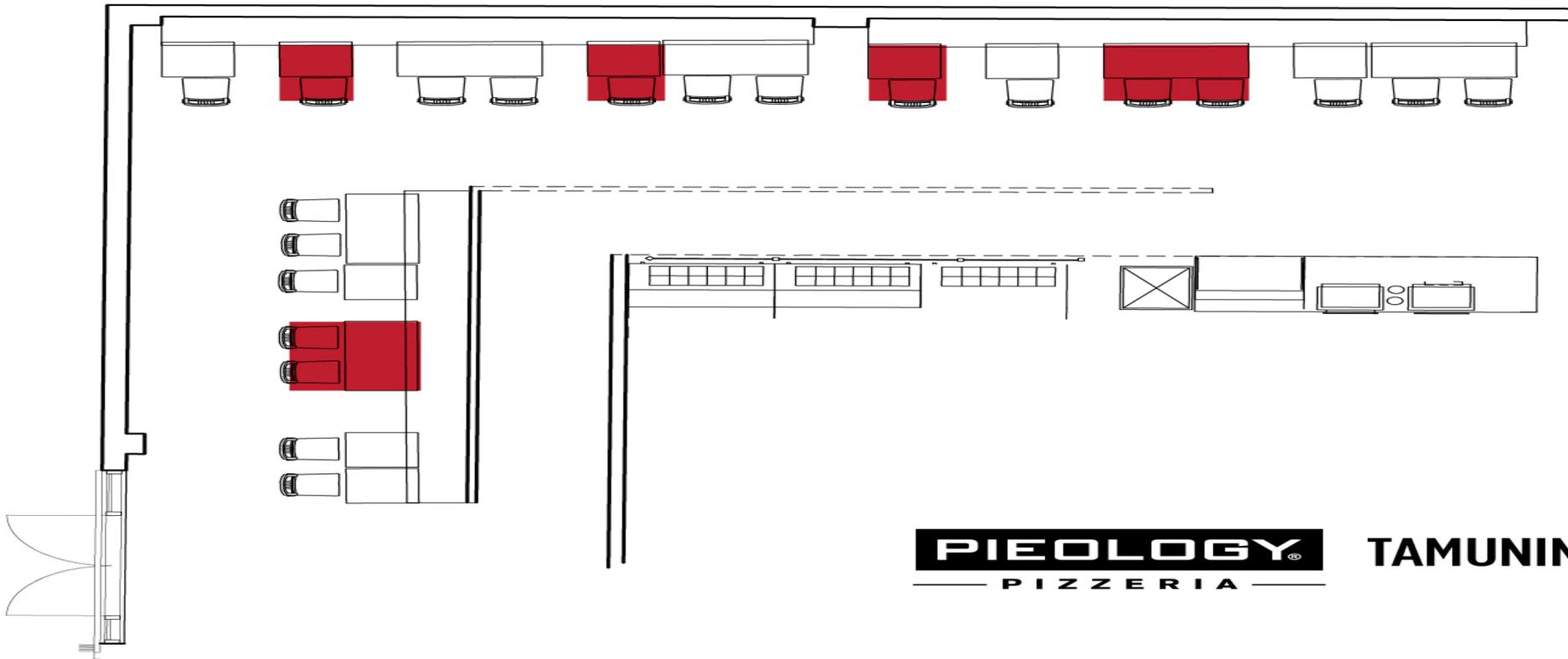


IHOP TAMUNING





DINING ROOM TABLE LAYOUT PIEOLOGY TAMUNING 7 TABLES/28 GUESTS



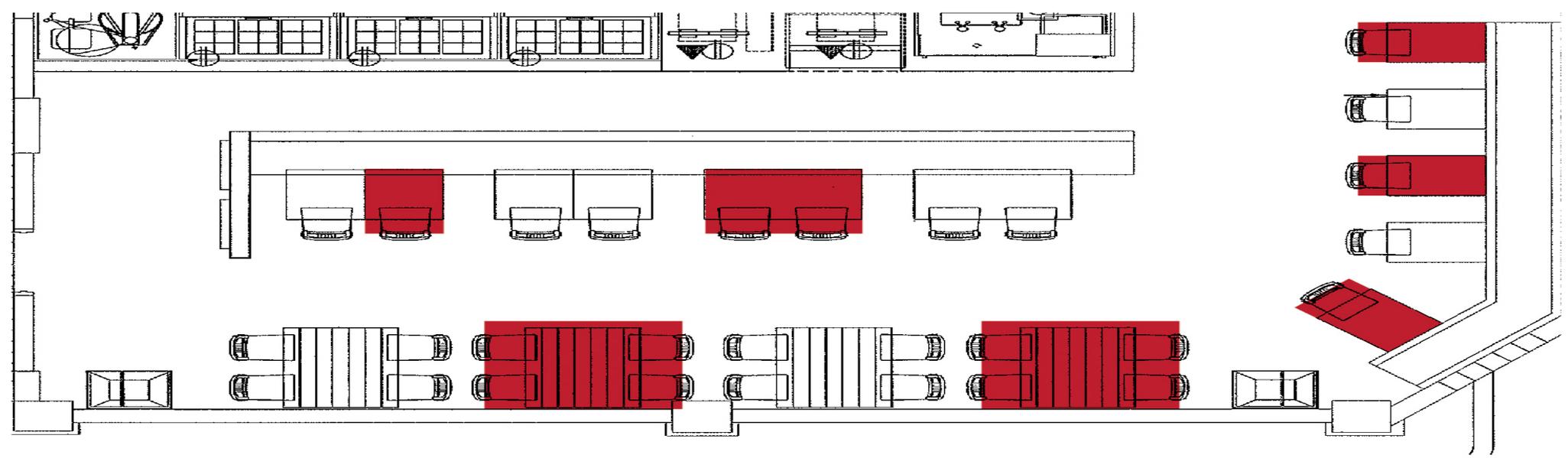
PIEOLOGY TAMUNING
PIZZERIA



DINING ROOM TABLE LAYOUT PIEOLOGY MACHECHE PLAZA 7 TABLES/28 GUESTS



PIEOLOGY DEDEDO
PIZZERIA



THE GUEST JOURNEY INITIAL GREETING/SEATING

- Personal protection – hosts wearing masks
- Inner doors propped open at all times to avoid touching handles
- Hourly cleaning of door handles and any benches, in customer view
- Text paging used instead of pagers
- Hand sanitizer available in lobby and checked hourly for stocking
- Host/Greeter provides accurate quote times
- Guests wait outside, in car or on sidewalk – encourage social distancing
- Properly stage parties as capacity allows – ensure social distancing in lobby
- Warmly greet and aim to walk 6 feet or 3 meters ahead of guests
- Using gloved hands, hosts present single use menus and silverware to guests (Guest menus are one time use and should be discarded after guests order)
- Seat guests at clean, sanitized table. Sanitized tables have markers on them from when they have been cleaned.





SERVERS/BARTENDERS ETIQUETTE

- All servers and bartenders must have masks and gloves on at all times.
- We encourage the use of personal masks to express identity but they must be approved by management.
- All restaurants are to keep a minimum of 100 disposable masks on hand at all times.
- Gloves for front of the house are to be fitted properly.
- All Food to guests must be served on trays and no hand carrying.
- Wine glasses not preset. If serving wine, server grabs glass from nearby, stocked area (where applicable)
- Suggest, inform and endorse beverages and appetizers - Table Top book will not be present
- Salt & Pepper and sugar provided to guest upon request only and sanitized after each use
- Pre-bus; provide boxes for guests to package leftovers. If guests would like server to package, follow regular procedures and pack tableside
- Only provide check presenter if guest is paying in cash. Check presenter should be sanitized after each use



MENU'S

- All menus are now single use and must be thrown away, keep a clean trash can in the view of your guests for them to see the menu's being discarded.
- Please direct any customers to smart phones and our FB Pages for menu's in the menu tabs for those who are not comfortable with in store menu's.
- All orders are to be taken on note pads, servers must keep distance when taking orders.
- Notify Joe Leon Guerrero if you are in need of new menu's.

TABLE DISPLAY IDEAS FOR CLOSED TABLES IN DR

- Now that you have the glass racks in place and covered with a table cloth, you can now start placing the various wine bottles, pepper jars, salad dressing bottles and other décor elements similar to what is shown.
- IHOP Tamuning will be using a display made out of Fruit Baskets, Syrup Containers and some other items.
- Applebee's will be using displays made from Alcohol and Beer selections.
- Olive Garden will use displays like the attached picture.
- Each Table will be marked on the floor directly in front of it.



FACIAL COVERINGS

- **What can be a facial covering?** A cloth face covering can be factory made or hand-sewn, or can be improvised from household items such as scarfs, t-shirts, or towels. It is a cloth face covering that covers the nose and mouth.
- **How to properly wear a facial covering?** The facial covering should cover the nose and the mouth area and be secured to the head by ties, or straps, or simply wrapped around the lower face.
- **Basic care and sanitizing instructions for your facial covering:** It's a good idea to wash your cloth face covering frequently, ideally after each use or daily. Have a bag or bin in to keep cloth face coverings in until they can be laundered with detergent and hot water and dried in a hot cycle. If you must re-wear your covering before washing, wash your hands immediately after putting it back on and avoid touching your face. Discard cloth face coverings that: no longer cover nose and mouth, have stretch out or damaged ties, cannot stay on the face, have holes or tears in the fabric.
- **Your Restaurant may provide an Equipe facial mask:** They are a cloth face covering made from 100% polyester-polar fleece that is washable and is secured to the head by two loose ties that can be trimmed once it is adjusted to your head.
- **Basic care instructions for the Equipe mask also includes:** Washing in hot water with small amount of bleach for further sanitization.

FACIAL COVERINGS: HOW TO WEAR & CARE

This guide will outline proper wearing of and basic care of the facial coverings for your protection.



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HANDWASHING

- Please post this PDF Above all Hand Sinks and Guest Sinks for Proper Guidance.

PROPER HANDWASHING

Applebee's

These hand washing procedures must be followed by every Team Member to ensure we are keeping our team and our community safe by providing a clean space.

1. Wet your hands.
 
2. Apply enough soap to cover all hand surfaces.
 
3. Lather and scrub hand for a minimum of 20 seconds. Clean all hand surfaces and remember to get under the nails and up to your wrists.
 
4. Rinse hands thoroughly with water for 10 seconds.
 
5. Using a paper towel, turn off the water faucet.
 
6. Dry your hands thoroughly.
 

BATHROOM CLEANING (WHERE APPLICABLE)

- Please post this on the back of bathroom doors for safety.

BATHROOM CLEANING



Note: While executing cleaning processes, follow these 3 key cleaning guidelines:

1. Clean from top to bottom
2. Clean from wet to dry
3. Work from the inside of the area/room out towards the exit

Dwell Time: Amount of time disinfectant needs to remain wet on a surface to effectively disinfect (kill organisms listed on the product's label) on the surface. Refer to chemical manufacturer's guidelines for the proper dwell time.

Full Bathroom Cleaning

Step 1: Protect Yourself

Use proper personal protective equipment (gloves and face mask).

Step 2: Knock and Block

Knock on the bathroom door to announce you are beginning the cleaning process. Ensure the bathroom is clear, then prop open the door and place a "Wet Floor" sign in the doorway. Determine soiled or damaged areas that require more attention.

Step 3: Pre-Clean Toilets and Urinals

Remove debris from around/in toilet and urinals. Place urinal strainers in a bucket of disinfectant for the specified dwell time. Flush toilets to ensure they are functioning properly.

Step 4: Clean and Disinfect

Apply cleaner/disinfectant to all high-touch point areas such as and let sit for the dwell time:
Toilets, Urinals, Sinks, Dispensers, Door Handles, Baby Changing Stations

Step 5: Apply a Bowl Treatment

Apply toilet bowl cleaner to inside of bowl, starting close to rim. Allow cleaner to sit for the duration of the dwell time. Use the toilet brush to scrub the inside of the bowl, then flush.

Step 6: Dust

Dust above-the-floor surfaces.

Step 7: Refill Dispensers and Empty Trash Receptacles

Check levels of all dispensers. Refill as needed. Empty sanitary napkins and trash receptacles. Apply disinfectant to inside of trash receptacle and allow it to dry before replacing liner.

Step 8: Wash Walls and Stalls

Spot clean bathroom walls and stalls to remove visible soils with clean towel and disinfectant. Allow to sit for dwell time and wipe down if needed.



HOURLY CLEANLINESS CHECKLIST

- Hourly Checklist to be used by MOD

HOURLY CLEANLINESS CHECKLIST



DATE: _____ AM MIC: _____ PM MIC: _____

	Team Member Handwash (in addition to regular required handwashing)	Clean & Sanitize Dining Room	Clean & Sanitize Restrooms, Re-Stock Restrooms	Change Sanitizer Water Buckets	Check & Restock Paper Towels, Soap, and Sanitizer in All Sinks.
10am					
11am					
12pm					
1pm					
2pm					
3pm					
4pm					
5pm					
6pm					
7pm					
8pm					
9pm					

Utilize this checklist to ensure all standard operating procedures for cleanliness are met each hour.
 MIC to initial as each item is completed.
 This checklist does NOT replace line checks and walkthroughs.



MONITORING EMPLOYEES HEALTH & PERSONAL HYGIENE

- Per existing FDA Food Code requirements, employees who are sick should remain at home.
- If an employee becomes ill or presents signs of illness, the operator should identify the signs during a pre-work screening and follow the business's established policies on when the ill employee is allowed to return to work. At a minimum, however, follow CDC guidelines – tell the employee to self-isolate for 14 days from the onset of symptoms and be symptom-free for three days without medication.
- Taking employees' temperatures is at the operators' discretion. The CDC has not mandated taking an employee's temperature and any operator who chooses to do so should engage health officials first and adopt policies aligned with proper procedures. CDC guidance states the minimum temperature that indicates a fever is 100°F.
- Per CDC recommendations, face coverings have been shown to be effective tools to mitigate risk from individuals who show symptoms as well as those who don't, especially in close environments where it's hard for people to maintain a three- to six-foot distance. In some states and local jurisdictions, face coverings are required by government officials; some employers require them, too. In all cases, those coverings worn by employees should be kept clean in accordance with CDC guidance.
- Train all employees on the importance of frequent hand washing, the use of hand sanitizers with at least 60% alcohol content, and give them clear instruction to avoid touching hands to face.

DIAGNOSED EMPLOYEE

This Job Aid will outline Frequently Asked Questions revolving around what to do when an employee tests positive with COVID-19.



- Do I need to close the restaurant if an employee tests positive for COVID-19?**
No. You are not mandated to close your restaurant. Notify your immediate supervisor and reach out to your local health department. Communicate with other employees who had close contact with the employee who has tested positive and direct them to follow up with their health provider to determine if they are at risk. Follow HIPAA compliance.
- What advice can I give a symptomatic or diagnosed employee?**
DO NOT give employees medical advice. Recommend they call their primary care doctor or local health department to seek out professional medical advice.
- What do I tell the rest of my team if an employee has tested positive for COVID-19?**
Follow HIPAA compliance and maintain the privacy of the employee. Respond to inquiries by disclosing the employee is on a leave of absence for non-disciplinary purposes. Disclose the identity of the employee only to OSHA and your local health department.
Individually notify other employees who may have come into close contact with the employee within the past 14 days to inform them of their potential exposure to COVID-19 and recommend they see a health care provider. Individuals who have had close contact in the past 14 days with an individual who has tested positive for COVID-19 are further advised to self-quarantine for 14 days.
- What do I do if an employee is showing or experiencing symptoms of COVID-19 but has NOT been tested/confirmed?**
Require employees who become ill at work with COVID-19 symptoms to immediately notify their supervisor. Employees who are suffering from symptoms should be directed to remain at home until they are symptom-free for at least 24 hours.
- When can an employee who is experiencing symptoms but tested negative for COVID-19 come back to work?**
An employee who is experiencing symptoms and has tested negative after taking a laboratory test for COVID-19 can return to work immediately after they are symptom-free for at least 24 hours.

‘WE WON QUARANTINE, NOW LET’S WIN POST QUARANTINE’

